

Code Compliance Responses - January 2013

Number of Surveys Sent
Number of Respondents
Response Rate

1. What type of interaction did you have with Code Compliance.

	Number of Response(s)	Response Ratio
General Inquiry	2	13.3%
Filed a Complaint	11	73.3%
Notified of a Violation	0	0.0%
Other	2	13.3%
No Responses	0	0.0%
Total	15	100%

2. Staff was effective in giving you clear, complete and accurate information to resolve the violation.

	Number of Response(s)	Response Ratio
Strongly Agree	1	6.6%
Agree	1	6.6%
Somewhat Agree	4	26.6%
Disagree	6	40.0%
N/A	2	13.3%
No Responses	1	6.6%
Total	15	100%

3. The City of Centennial web-site was easy to find and user friendly.

	Number of Response(s)	Response Ratio
Strongly Agree	1	6.6%
Agree	9	60.0%
Somewhat Agree	4	26.6%
Disagree	1	6.6%
No Responses	0	0.0%
Total	15	100%

4. Staff was responsive to your questions and concerns.

	Number of Response(s)	Response Ratio
Strongly Agree	2	13.3%
Agree	3	20.0%
Somewhat Agree	6	40.0%
Disagree	3	20.0%
No Responses	1	6.6%
Total	15	100%

5. Staff worked with you in a collaborative manner to resolve issues.

	Number of Response(s)	Response Ratio
Strongly Agree	1	6.6%
Agree	0	0.0%
Somewhat Agree	2	13.3%
Disagree	6	40.0%
N/A	5	33.3%
No Responses	1	6.6%
Total	15	100%

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6. Staff provided timely response to your inquiry.

	Number of Response(s)	Response Ratio
Strongly Agree	4	26.6%
Agree	2	13.3%
Somewhat Agree	3	20.0%
Disagree	5	33.3%
No Responses	1	6.6%
Total	15	100%

7. Were you treated with respect by Staff?

	Number of Response(s)	Response Ratio
Yes	12	80.0%
No	0	0.0%
No Responses	3	20.0%
Total	15	100%

8. How would you rate your overall experience with Code Compliance, including your interactions with City Staff?

	Number of Response(s)	Response Ratio
Excellent	2	13.3%
Above Average	0	0.0%
Average	8	53.3%
Below Average	4	26.6%
No Responses	1	6.6%
Total	15	100%

9. Comments

There has been no feedback as to the resolution of the complaint..pro or con or still pending

Thank you for your prompt, efficient service.

No one contacted me with regard to my complaint other than to acknowledge that the complaint was received.

The ultimate measure of effectiveness is if our complaint is resolved ... the issue of a car lot just west of E. Long Ave and S. Parker is still not resolved as cars are still parked there with prices listed on windshields ... to be told City of aware and still see every day that nothing has changed tells me the issue is still not resolved.

I had filed a complaint about a possible code violation by someone across the street from Chenango who has opened what seems to be an unofficial used car lot. Besides getting confirmation of receipt of my complaint, and a statement that the complaint will be investigated, I've heard nothing. I know that a number of people in Chenango are concerned about this and that some of those have also filed complaints.

The only reason I rated it average, is one of the compliance issues I reported did not get resolved. Jesse was very thorough in following up with me though.

I still have a complaint that the land owner has a used care lot on Parker road and Long Ave. has more cars this week on it.

I have not received any response from the City after my initial filing of the request, so am not sure what the outcome was.

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9. Comments (continued)

I have not received an answer to my complaint so I cannot realistically answer the above questions.

Very little follow up on the complaint has been provided. Any follow up was initiated by my self. Further, the complaint, which apparently pointed out an actual violation, has not resulted in the condition(s) changing in any way.

asked about someone selling auto's at the itnersection of Parker Road and East Long Ave Person does NOT have a car lot and vehicles are parked right at that corner. Why is that? How can he do that? Is it legal? If he can do that, why can't anyone else?

Received email response next day on a Tuesday regarding my notification of abandoned car at our neighborhood park since 1/19. Email stated it was being checked int. Never heard back and car remained parked there for remainder of week.

I go one response probably two to three weeks ago saying they were checking into it. Absolutely nothing since and the "used car lot" that I had questioned is very much still in operation at the intersection of Long and Parker Rd. Barbara Buck.

10. What one improvement can you suggest for us to implement that will improve customer service?

Give status of the complaint

None

Feedback

My complaint was heard and responded to very professionally and quickly...but as noted above the issue has NOT been resolved.

Follow up regarding the investigation of this complaint. Nothing has changed with the situation that precipitated the complaint, so I have no idea if there has been an investigation or if the complaint was ignored.

Follow up with documentation or evidence as to what has been done.

respond back to what you said you would do.

A follow up email if appropriate

Let us know what is going on, what questions are being asked of owner, etc., etc. Any response is better than we are checking into it and no further response. B

***** A minimum of 5 respondents were a result of the investigation of the cars for sale on the Feters property. Due to the nature of the case Legal is crafting a letter and the actual investigation & resolution of the case are taking longer than average.**